

CHARGE CARD REFERENCE GUIDE FOR TRAVELERS

BA/BF
Mailstop 60188

June 4, 2003

Memorandum

To: Region 6 Employees

From: Acting Assistant Regional Director - Budget and Administration

Subject: Region 6 Financial Guidance #3 Revised (dated May 2005)
Charge Card Reference Guide For Travelers

Each Fish and Wildlife Employee who will be officially traveling for business purposes is required to apply for a Department of the Interior MasterCard. Prior to submitting an application to the Regional Budget and Finance office, the employee will complete an online DOI course.

There are 2 ways to access this training. If you are unsure which one applies to your station, please consult your Administrative Officer.

1. <http://training.nbc.gov/chargecard> is valid for users on the Service Wide Area Network (SWAN), for example, RO staff, SWAN dial up users, and field offices on the SWAN.
2. <http://nbctraining.fws.gov/chargecard> is used for offices that use Internet Service Providers instead of SWAN. This web site requires a username (Notes username, usually First name Last name) and a password (Notes internet password which normally is synchronized with your Active Director (AD password). You can set your AD/notes internet password at <https://myaccount.fws.gov>. Check with IT support if you need help setting up your AD password.

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U.S. Department of the Interior Integrated Charge Card Program Web-Based Training



On page 4, there is a link to the Travel Business Line Training Course. Upon completion of the course, an evaluation will be conducted and must be passed with a certain percentage or the applicant needs to re-do the course. Be sure to print out a copy of your certificate.

In addition to the training course, the following document (R6 Charge Card Reference Guide For Travelers) was designed to provide a quick reference guide to information about FWS travel policies. It is strongly suggested this be read and kept handy for future travel questions.

The charge card has come under a lot of scrutiny from various entities, including KPMG auditors, Department of the Interior, Congress, and the media.

Travelers should know that violations of the guidance can result in disciplinary action. Charge card misuse by the Government has been written about in newspapers and discussed on TV. It is important to note that the Department, auditors, and media consider delinquency to be a form of card misuse. As a result of all the attention, supervisors and managers are becoming actively involved in charge card review processes as Internal Control procedures are stressed more and more every year. These Internal Control procedures are important in order to make this program a success and keep misuses to a minimum.

The internal procedures require the DOI training be completed and that travelers understand what the card can or cannot be used for.

If you have questions, please contact Carolee Zidan at 303-236-4455 or Katherine Buckhouse at 303-236-2825.

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Who Can Get a Travel Charge Card

All employees (including seasonal employees, 1040 appointments, SCEP, and firefighters) are to apply for a card if they expect to do **any** business travel.

How to Apply for a Travel Charge Card

The traveler must complete the DOI web based course under Cardholder Training, Travel Business Line in order to receive a card. The only exception is if a traveler must travel immediately and is not in the FPPS system yet. In this circumstance, the traveler may receive a card, but **MUST** complete the training within 30 days. If you are in this situation, please contact your administrative officer at the station.

The employee and supervisor must complete the Charge Card Application Form. Attachment 1A are the instructions for completing the form, and Attachment 1B is the form itself.

The employee must be signed up to receive their travel reimbursements by electronic funds transfer (ACH/EFT), or have a waiver signed from the Regional Budget and Finance Officer before submitting a charge card application form. An ACH/EFT form is included as Attachment 2.

The signed Charge Card Application Form (Attachment 2B) plus a copy of the DOI training certificate are to be submitted to the Regional Budget and Finance (BF) Office by regular mail or by fax (303-236-6958). **DO NOT SEND TO HUMAN RESOURCES!**

Training Requirements for Travel Charge Cards

The traveler must complete the DOI web based course under Cardholder Training, Travel Business Line. It is strongly recommended the Region 6 Financial Guidance #3 (revised April 2005) be read and used as a reference manual.

Who to Contact

If you have questions, here are the names of some of the people you can contact:

Carolee Zidan, Budget and Finance Charge Card Coordinator	303-236-4455
Katherine Buckhouse, Budget and Finance Charge Card Coordinator	303-236-2825
Donna Hicks, Budget and Finance Travel Coordinator	303-236-4451
Jeff Craig, Budget and Finance Officer	303-236-4456
Administrative Officer at your office	
Your supervisor	
Regional Office Program Administrative Officer (AO)	

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Responsibilities

DO:

- Use the travel card for **all** official TDY Government business travel. See your administrative officer on the use of the MasterCard for PCS transactions. Cash may be used to pay for meals, parking, shuttles, taxis, laundry and dry cleaning, etc. when using the MasterCard is not practical.
- Complete travel voucher within five (5) business days of returning to work. Be sure to attach a paid receipt for all items that are listed as centrally billed (for any dollar amount), for all hotel charges, ATM transaction fees, and for any individually billed charges that are over \$75.00. Also, if a charge is normally centrally billed, such as parking and the employee pays cash, an explanation must be provided and the paid receipt attached no matter what the dollar amount.
- Timely verify that every charge on the charge card statement was made by you; if not, dispute the item by completing the back side of the charge card statement and send it to the bank.
- Pay Bank of America by the due date for all your individually billed charges. This procedure is required even if the cardholder has not yet been reimbursed. Be sure to write your account number on your check and put a stamp on the envelope.
- Request the Regional Office Credit Card Coordinator to transfer erroneously billed charges from Individually Billed to Centrally Billed, or from Centrally Billed to Individually Billed, as soon as possible after you reconcile your statement and find a discrepancy. A copy of the invoice, the completed Government Charge Card Move Request Form (Attachment 3), and the statement or a listing of current transactions from EAGLS must be submitted with the request.
- Sign your statement (can be a photocopy or from EAGLS) and give to your supervisor, who will sign it and forward it to the administrative professional for filing.

DO NOT:

- Use the card for **any** personal expenses.
- Use the card to obtain ATM advances AFTER the last day of travel.
- Use the travel card for other travelers' expenses; a fire boss may use the card for his/her crew ONLY IF purchase authority has been granted.
- Exceed the M&IE rate for travel advances or take out a travel advance earlier than three (3) days before official travel begins. This includes expected reimbursable out-of-pocket expenses which may not be chargeable on the card (e.g., local transportation).
- Use the card for local travel; this must be paid out of pocket and be reimbursed with an SF-1164.
- Make purchases UNLESS purchase authority (which requires special training) is included within your security profile.
- Use your own personal card in lieu of the Government charge card.

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Delinquencies / Suspensions / Cancellations

1. Cardholders must pay Bank of America for individually billed charges within 30 days.
2. Suspension of the card will result if charges remain unpaid for 61 calendar days from billing date. The first time an employee appears on the delinquency report, the employee, their supervisor, and the Program Administrative Officer are informed. If the employee appears on the next delinquency report, the employee, their supervisor, the Program AO, the Program ARD, and Human Resources are notified.
3. Two card suspensions in any 12-month period will result in card cancellation.
4. Suspension or cancellation of a card results in the loss of **both travel and purchase authority**.
5. Cancellation of the card will result if charges remain unpaid for 96 days.
6. Salary offset may be initiated on accounts 61 or more days past due.

FWS Disciplinary Actions

In addition to the above actions, which are taken by the Bank of America, FWS also has the authority to impose disciplinary actions against employees who deliberately and knowingly violate the approved use of the charge card or who have had their card suspended or cancelled. Below are some of the possible actions that may be taken (depending on the circumstances).

1. Employee may be restricted from having any type of charge card. If travel is required, the traveler would need to use the Corporate Account for airfare, and pay the remainder of travel costs from their personal funds and then claim reimbursement on their travel vouchers.
2. ATM authority could be removed.
3. An employee may be placed on limited use travel authority. The card would only be active during approved official travel. The supervisor would have to request activation and de-activation every time the employee traveled.
4. If an improper purchase was made using the card, the employee may be required to either return the merchandise or pay FWS for the item.
5. An employee may be disciplined up to and including removal from Federal Service.

Director's Order 149 issued April 3, 2003, is entitled "Disciplinary Actions for Misuse or Nonpayment of Government-Issued Charge Cards." The website is <http://policy.fws.gov/do149.html>.

NOTE: An account may be reinstated on a limited basis if all outstanding bills are paid including possible late penalties and interest charges. Reinstatement of purchase authority may only be granted in Washington by the Department.

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I Just Got My Statement -- What Do I Do Now?

The statement is divided into 4 sections. The first section is to be returned to the bank along with your personal payment **(by the due date even if you have not received reimbursement.)**

The second section lists the individually billed charges that you are responsible for paying. Examples are:

- Hotel Charges
- ATM transactions and fees
- Taxis
- Meals
- Most shuttles (some think they are a bus and bill centrally)

The third section which begins with -----NOTICE MEMO ITEMS LISTED BELOW----- lists all of the centrally billed items. The “M” in front of the dollar amount indicates “memo item” and means it is centrally billed (directly billed to a FWS account). Examples are:

- Transportation tickets (airfare, rail tickets, bus tickets)
- Rental Cars
- Gasoline for Rental Cars
- Parking

The fourth section shows summary information about your account.

Step by Step Instructions

Look at every transaction on the statement.

- Are they all yours? If there are charges that do not belong to you, complete the dispute form on the back of the statement.
- Were they all made for official Government business?

What if the charge needs to be transferred to a different section (Individually Billed to Centrally Billed, or from Centrally Billed to Individually Billed)? Examples include:

- Hotels which show up as centrally billed instead of individually billed.
- Meals charged by fire coordinators (for their fire crew) that show up individually billed.
- “Forced charges” (charges where the charge card coordinator needs to work with the bank to allow the charges when the card is rejected)
- Meals charged at a grocery store and/or gas station that were centrally billed instead of individually billed.

NOTE: Transfers cannot be made just to fix travel voucher errors. For instance, let’s say an employee was supposed to claim a hotel charge on their voucher, but for some reason thought it would be centrally billed. The statement came and the charge was individually billed. The employee

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would need to do a supplemental travel voucher to get reimbursed. BF will **NOT** move the charge from Individually Billed to Centrally Billed or from Centrally Billed to Individually Billed simply to match the travel voucher.

TIP: Transactions appear in EAGLS before hitting the FFS CARD Table or before hitting the bank statement. The Current Transactions section displays transactions that will post to your next statement. This listing also shows if the charge will be individually or centrally billed.

If a charge is individually billed instead of centrally billed:

- Do not pay this charge. Note on the statement you return to the bank that the charge should have been centrally billed and you have notified your Regional Office Credit Card Coordinator.
- Fax a copy of a Government Charge Card Move Request Form (obtain from your administrative officer), your charge card statement (can be current transactions from EAGLS which appears before a statement is issued), and a copy of the paid receipt to the Regional Office Credit Card Coordinator ASAP.
- If your statement has not been corrected the following month, call your Regional Office Credit Card Coordinator. It is **your personal responsibility** to monitor this error until it has been corrected.

If a charge is centrally billed instead of individually billed:

- Follow the second and third bullets above. The correction will appear on the next statement after the transfer occurs.
- Send payment to Bank of America by the due date for any individually billed charges.
- Sign the statement. Give statement with all supporting documentation to supervisor for review AND signature. Supervisor gives statement with all supporting documentation to administrative professional who will file the documents.

Lost / Stolen Cards

Report lost and stolen charge cards to the bank, to your supervisor, and to the Regional Office Credit Card Coordinator.

Transferring To Another Job

Contact your Regional Office Credit Card Coordinator.

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Frequently Asked Travel Questions

1. When should I fill out a travel voucher?

Employees are reminded that Departmental policy requires travel vouchers be submitted within five (5) workdays after completion of travel, or no less frequently than once a month in case of extended travel. The Department must pay travel claims within 30 calendar days after receipt of a proper voucher by the designated travel voucher approving official.

2. How do I fill out the travel voucher?

All centrally billed transactions are listed in Section 12 of the travel voucher, and **MUST** be supported with original invoices or receipts.

The Meals and Incidental Expenses (M&IE) entitlement and authorized out of pocket expenses are claimed for each day of travel status.

NOTE: It is critical if an employee pays cash for an item that would normally be centrally billed, to highlight this charge on the voucher and provide an explanation explaining why the charge card wasn't used. A paid receipt must be included with the voucher (no matter what the dollar amount). **Failure to do this may result in the item being disallowed and the traveler not being reimbursed for that item.** An example is parking, which would normally be centrally billed. If the employee paid cash for parking, you would claim it on the inside of the voucher in order to get reimbursed.

3. Am I required to pay my charge card bill before I get reimbursed?

Yes. Failure to do so may result in the account becoming delinquent.

4. If I combined business and personal business, can I charge everything to the Government MasterCard by either offsetting the voucher or submitting a personal check?

No. Personal business must be paid for at the time of service, either with cash or your personal credit card. The Government card is for OFFICIAL GOVERNMENT USE ONLY.

5. How do I calculate the ATM fees when I fill out the travel voucher?

Add the amount of the advance to the transaction fee (usually \$1.50 if not using a Bank of America ATM machine). Multiply the total by 1.9% to arrive at the service charge. The receipt showing the transaction amount plus the transaction fees are to be included with the voucher. You may claim reimbursement for the transaction fee and the service charge.

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6. What are the guidelines and limits for ATM cash/travel advances?

To quote the Department of the Interior's Integrated Charge Card Program Guidelines:

ATM privileges are restricted to the travel business line, and may only be used to obtain limited cash advances for official travel expenses while on official travel or not more than 3 calendar days prior to the beginning date of official travel or later than the last day of travel. ATM advances may not exceed the amount of M&IE and out of pocket expenses up to \$250 a day or \$500 a week. ATM withdrawals must not be made independent of authorized, official travel. Unless the traveler has received advance authorization allowing for travel reimbursement on an "actual expense" basis, ATM cash advances must not exceed the expected local allowance for Meals and Incidental Expenses (M&IE), including expected, reimbursable out-of-pocket expenses which may not be chargeable on a card; e.g., local transportation. ATM terminal fees and Bank of America fees are reimbursable up to the maximum authorized travel advance.

7. Can I pay for another person's travel expenses with my Government charge card?

No. Employees are to have their own Government charge card, and non-employees are supposed to use the corporate account for airline tickets.

The exception to this is lodging and meals for emergencies (such as firefighting), providing the purchase line is associated with the card. Volunteers are covered under a separate policy.

8. Why must I pay the postage to mail payments to Bank of America since I am mandated to use the charge card?

Cardholders are personally responsible for paying postage for payment of individually billed transactions because reimbursement of postage is an incidental expense reimbursed through the MI&E portion of the per diem allowance.

9. What happens if a travel voucher is submitted and the traveler is reimbursed for something that was centrally billed, or was a personal expense of the traveler and should not have been paid by the Service?

The employee **MUST** write a check payable to "US Fish and Wildlife Service" and submit it to their Collection Officer. The Collection Officer will then complete the Collection Transmittal for Appropriation Refund and send it to the Lock Box for bank processing.

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Glossary

Centrally Billed Travel Transactions (CBA) -- Paid directly by Federal Government:

- All transportation charges (airline, railway, bus, ferry)
- Official Duty rental cars
- Gasoline for rental cars
- Parking (card to be used only when employee is on official travel) -- not for local meetings

Corporate Account -- Used to pay for airline tickets when Government MasterCard cannot be used.

Forced Charge -- If the card rejects, but shouldn't, contact your Regional Office Charge Card Coordinator who will call the bank and "force" the charge. All forced charges show up as individually billed.

Individually Billed (IBA) -- Billed directly to the employee by Bank of America; it is the employee's responsibility to pay Bank of America within 30 days even if travel reimbursement has not occurred.

- Hotel charges
- Meals
- Shuttles, taxies, metro fares (some shuttles appear as centrally billed)
- Telephone calls when on official business -- best to have an FTS 2001 calling card
- ATM Transaction (advance) -- cannot exceed M&IE and authorized out of pocket expenses
- ATM usage fee -- \$1.50 if not using Bank of America
- ATM service fee -- 1.9 % of the travel advance

NOTE: All of the individually billed items are claimed on the travel voucher as part of the M&IE section except for the ATM Transaction (advance). It is recommended that a copy of the ATM transaction showing the advance and the fees be included with the travel voucher. The fees are claimed on the voucher.

MCC Code (Merchant Category Code) -- A 4-digit code assigned to each vendor by MasterCard to identify the major function of that vendor, such as selling airline tickets, renting hotel rooms, selling meals, etc. The MCC code is used to generate budget object classes and determines if the transaction is individually billed or centrally billed.

MAC Code (Master Account Code) -- Default accounting code assigned to each cardholder at the time of card application. Includes:

- budget fiscal year
- 4-digit subactivity and the 4-digit project number
- budget organization
- ABC
- budget object class (while this is part of the MAC Code, when the transaction is posted, it derives the budget object class of that individual transaction from the MCC code)

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Attachment 1A

Instructions on Completing Integrated Card Account Setup/Application Form

It is critical that the supervisor sign the form and that the Master Accounting Code is completed; otherwise the application will be returned to the station.

Federal Government charge card is for official Government business only. Misuse may result in disciplinary action up to and including removal from Federal Government service.

Send completed form in the Blue Envelope to BF Mail Stop 60188, AS SOON AS it is completed.

Please fill out the entire form:

Cardholder Name: First Name, Middle Name or Initial, Last Name (exactly as you want it to appear on your charge card)

Social Security Number: 9-digit social security number

Primary Statement Mailing Address: ALWAYS THE OFFICE ADDRESS

Alternate Mailing Address: For RUSH APPLICATIONS, must be physical street address

Telephone Numbers: Office (required), Home (optional), Fax (optional)

E-mail Address: Preferably your fws.gov e-mail address

Currently User: Yes or No (check one); if yes, provide EAGLS User ID

Are you warranted? yes or no (check one)

Business Line Requested:

- Travel/Fleet (for travel authority only)
- Purchase/Fleet (for purchase authority only) NEVER USED
- Travel/Purchase/Fleet (for purchase AND travel authority)

Master Accounting Code (Default Account Code): This is the COST CODE STRUCTURE plus ABC your purchases should be charged to

Office Assignment and Address: ALWAYS THE OFFICE ADDRESS

Applicant's Signature and Date

Supervisor's Name & Title and Signature

Commercial Office Telephone

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Here is the Charge Card Application (Attachment 1B). It is a fillable word document. Detach it, save it, complete it print it, and then mail or fax it to Kathy Buckhouse in Budget and Finance at 303-236-6958.

Attachment 1B



I:\CAROLE\charge
card fillable appl.doc

Attachment 2

ACH/EFT form in both WORD and EXCEL



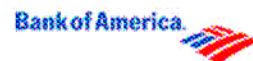
I:\BUCKY\
ACHformrev7-22-200



I:\BUCKY\ACH Form
rev7-22-04.xls

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Integrated Card Account Setup/Application Form (pg. 1 of 2)



U. S. Department of the Interior

(Optional fields are *italicized*. DO NOT use this form for Uniform or Vehicle/Fleet accounts)
Information collected on this application is subject to the Privacy Act of 1974 (5 U.S.C. 552a) and applicable agency regulations.

PART 1: TO BE COMPLETED BY EMPLOYEE					PLEASE TYPE OR PRINT ALL INFORMATION														
Action Required: (Check one) <input type="checkbox"/> New Account <input type="checkbox"/> Reinstatement																			
Cardholder name as it should appear on the card (First Name, Middle Name or Middle Initial and Last Name (Maximum 26 characters):																			
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 10%; height: 15px;"></td><td style="width: 10%;"></td><td style="width: 10%;"></td><td style="width: 10%;"></td><td style="width: 10%;"></td><td style="width: 10%;"></td><td style="width: 10%;"></td><td style="width: 10%;"></td><td style="width: 10%;"></td><td style="width: 10%;"></td> </tr> </table>																			
Social Security Number					Date of Birth (MM/DD/YYYY)														
Address: If a P.O. Box is your Primary Mailing Address, a physical address must also be provided. You may input this address in the section below. An application providing only a P.O. Box will not be processed. For APO/FPO addresses only, a physical address is not required.																			
Primary Mailing Address (25 maximum characters)					<input type="checkbox"/> Alternate Mailing Address (for newly issued card only) <input type="checkbox"/> Physical Address, if required.														
Address Line 1					Address Line 1														
Address Line 2					Address Line 2														
Address Line 3					Address Line 3														
City:					City:														
State:		Zip Code:			State:		Zip Code:												
Telephone Numbers: (Including applicable Area Codes)																			
Office:		Ext.		Home:		Fax Number:													
E-mail Address:																			
Are you currently a user of the Electronic Account Government Ledger System (EAGLS)?					If yes, please provide current EAGLS User ID:														
Yes <input type="checkbox"/> No <input type="checkbox"/>																			
Business Line Requested:																			
Travel/Fleet <input type="checkbox"/>		Purchase*/Fleet <input type="checkbox"/>		Travel/Purchase*/Fleet <input type="checkbox"/>		Office Travel Account <input type="checkbox"/>													
*Note: If required by bureau/office policy or procedures, when selecting the Purchase Business Line, you must provide the completion date for Purchase Training. Indicate date here:																			
If you have requested a Purchase Business Line, are you warranted?					*If yes, check box below to indicate your appropriate warrant level:														
Yes* <input type="checkbox"/> No <input type="checkbox"/>					1A <input type="checkbox"/> 1B <input type="checkbox"/> 2A <input type="checkbox"/> 2B <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/>														
Master Accounting Code (Default Account Code):					Are Convenience Checks required?: (For Purchase Business Line only)														
					Yes <input type="checkbox"/> No <input type="checkbox"/>														
Office Assignment and Address: (To be used by the Department of the Interior)																			
Office Division or Branch:						City:													
Street Address:						State:		Zip Code:											
By signing below, I (a) request that a Government Card be issued in my name, (b) agree to use the Card for Government official business only, including mandatory use, in accordance with Department of the Interior policy; (c) agree to be bound by the terms and conditions of the attached Agreement governing my use of the Government Card and; (d) attest to the best of my knowledge, that the information I have provided herein is true and correct.																			
Pursuant to requirements of law, including the USA PATRIOT Act, Bank of America is requesting additional information to verify your identity.																			
PLEASE RETAIN COPY FOR YOUR RECORDS																			
Applicant's Signature: _____					Date: _____														
NOTE: See attached Agreement between Department of the Interior Employee and Bank of America, N.A. (USA) for the terms and conditions of your Account.																			
By signing below, I approve the issuance of a new card.																			
Supervisor's Name & Title: _____																			
Name/Title (Please print)					Signature														
Commercial Office Telephone:					Ext.		Date: _____												

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U.S. Fish and Wildlife Service
 Department of the Interior
 FFS Vendor Updating Document
INTERNAL E-MAIL - NBCDENVER ,ACHForm
EXTERNAL E-MAIL - ACHFORM@NBC.GOV

Date: _____ Attention: April Esparza (303) 969-5881
 Shannon Schoen (303) 969-7780 x2277
 Heather Aguiler (303) 969-6371

To: U.S. Fish and Wildlife Service
 National Business Center

Fax: (303) 969-7281

From: _____

Fax: _____

Phone: _____

Vendor #: _____

or (If already entered in FFS)

Duns #: _____

Vend Type:

_____ (G) Federal Gov
 _____ (S) State Gov
 _____ (N) Private Sector
 _____ (E) Employee / Interns
 _____ (V) Volunteer / Invitational Travelers

Vendors

24 characters max per line including spaces

Vendor Name: _____

DBA: _____

(The name should be exactly as it was issued on your TIN / EIN)

TIN / EIN #: _____ **Required** or **SSN#:** _____ **Required**

Address Line 1: _____

Address Line 2: _____

Address Line 3: _____

Address Line 4: _____

City

State

1099 Vendor: Yes _____ No _____

E-Mail Address: _____

Telephone Number: _____

Zip

Employee / Volunteer / Interns

24 characters max per line including spaces

/ Invitational Travelers

Employee Name: _____

(Name should be exactly as it appears on your Social Security Card)

SSN #: _____ **Required** **Home Org Code:** _____ (5 Digits) **Required**

Address Line 1: _____

Address Line 2: _____

Address Line 3: _____

Address Line 4: _____

City

State

Zip

E-Mail Address: _____ Telephone Number: _____

ACH Bank Information (Required)

Financial Institution Information

Check if new: _____

Waiver Requested _____ (to follow via fax) Account Type: _____ Checking _____ Savings _____

Bank Name: _____

Bank Address: _____

City

State

Zip

ACH Coordinator Name: _____

Telephone Number: _____

Bank Contact: _____

Nine Digit Routing Number: _____

Depositor Account Number: _____

Depositor Account Title: _____

OMB FORM 1510

NBC ACH form REV 7-13-04wp